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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Art Unit 3623 Examiner Beth Van Doren

In Re: Joel Frederick Kilpatrick
Case: RSW920010091US1
Serial No.: 09/884,776
Filed: 06/19/2001
Subject: Method and Apparatus for Skill-Based Task Routing

To: The Commissioner of Patents and Trademarks
Washington, D.C. 20231

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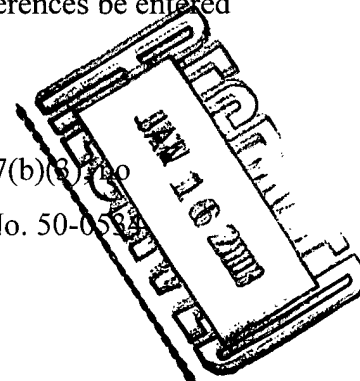
Dear Sir,

Technology Center 2600

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing six (6) references received from the PCT International Search Report (copy enclosed) in case PCT/US02/15716, mailed November 29, 2002. Applicant desires that the references be entered in the above referenced case as relevance dictates.

As prosecution has not begun in this case, in accordance with rule 1.97(b)(3) no additional fee is required. Please charge any deficiency to Deposit Account No. 50-052



Respectfully submitted,

Joel Frederick Kilpatrick
by

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Date of Deposit: **01/10/2003**

Ref: Case Docket No.: **RSW920010091US1**

First Named Inventor: **Joel Frederick Kilpatrick**

Serial Number: **09/884,776**

Filing Date: **06/19/2001**

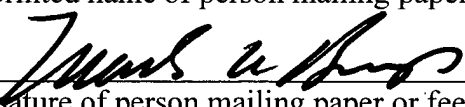
Title of Case: **Method and Apparatus for Skill-Based Task Routing**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
3. Copies of six (6) publications cited in the IDS.
4. Copy of an international search report in case PCT/US02/15716.
5. Certificate of express mailing.
6. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)


(Signature of person mailing paper or fee)